DOCUMENT RESUME

ED 322 995 PS 018 973

TITLE	Family Violence Prevention: Handbook for Professionals.
INSTITUTION	North Carolina State Dept. of Human Resources, Raleigh.
PUB DATE	10 Mar 88
GRANT	JA-130-186-D3-J129
NOTE	21p.
PUB TYPE	Guides - Non-Classroom Use (055)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	*Child Abuse; *Child Neglect; Disabilities; *Family Violence; Guidelines; Older Adults; *Prevention; Spouses; *State Programs
IDENTIFIERS	*Child Abuse and Neglect Reporting; North Carolina; *Spouse Abuse

ABSTRACT

Prevention of family violence must begin in the community, with people who care enough about others to turn their concern into action. This family violence prevention handbook provides useful information which will help individuals become more sensitive to the early warning signs of violence and more knowledgeable about legal responsibility. The handbook will also help readers provide help for those in an abusive situation and raise public awareness about the problem. Sections of the handbook provide an overview of family violence, guidelines on child abuse and neglect reporting, and discussions of spouse abuse and of abuse and neglect of the elderly and handicapped. State resources available in North Carolina are listed. (RH)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

X This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ED322995

Family Violence Prevention

HANDBOOK for Professionals

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
Ruth Relos

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

PS 018973

BEST COPY AVAILABLE

CONTENTS

Introduction 3

Overview of Family Violence 4

Child Abuse and Neglect 5

Spouse Abuse 11

Elder/Handicapped Abuse and Neglect 14

State Resources 18

This handbook was funded in part by a grant from the Office of Prevention, Division of Mental Health, Mental Retardation and Substance Abuse Services, Department of Human Resources; and in part by JA grant #130-186-03-J129 provided to the North Carolina Department of Crime Control and Public Safety, Crime Prevention Division.

Published By: North Carolina Department of Human Resources
Task Force on Prevention of Family Violence
325 N. Salisbury Street
Raleigh, North Carolina 27611

James G. Martin
Governor

David T. Flaherty
Secretary

North Carolina Department of Human Resources
325 North Salisbury Street • Raleigh, North Carolina 27611
James G. Martin, Governor David T. Flaherty, Secretary

March 10, 1988

Dear Friends:

The family is the basic building block of our society. Governor Martin and this administration are dedicated to strengthening the family unit. Unfortunately, not all family situations are ideal...in many of our homes, violence is an all too familiar occurrence.

As a result, family violence is a much discussed topic these days. Yet, in spite of all the discussion, there is very little knowledge of the facts about family violence and even less comprehension of the impact it has on the lives of our citizens.

As a professional concerned with the health and well-being of many citizens, you are in a unique position to help. Your work may involve only one age group or it may focus on a service that seems unrelated to abuse and neglect. Nevertheless, you could be the key in preventing a potentially violent situation or providing positive intervention where such a situation already exists. You may be the only contact that an abused or abusive person has outside the family. You may be the only source of assistance, the only hope of seeing that the law is upheld and a family crisis resolved.

This family violence prevention handbook provides useful information which will help you:

- -become more sensitive to the early warning signs of violence;
- -become more knowledgeable of your legal responsibility;
- -provide help for someone in an abusive situation; and,
- -be able to raise public awareness about this tragic problem, what it is and what to do about it.

Prevention of family violence must begin in the community. It must begin with people who care enough about others to turn their concern into action. It must begin with you.

Sincerely,

David T. Flaherty

4

OVERVIEW OF FAMILY VIOLENCE

Nature of the Problem

Violence among family members falls into a number of categories, including child abuse, spouse abuse, sibling violence by a child against a parent and violence against elderly family members. Several of these types of family violence may occur within the same family. Violent incidents in families are usually not isolated events; generally family violence is intense and recurrent. It will continue and possibly escalate unless there is some outside intervention.

Extent of the Problem

Family violence occurs in all socioeconomic, ethnic, racial and age groups. The problem may be more visible in low-income families than in those with higher incomes because lower income people are more likely to come in contact with public agencies for other reasons. Victims of family violence who are in higher income groups may be reluctant to seek or respond to help because of concern regarding loss of social, career and economic status. In addition, victims with higher incomes are more likely to have other avenues for help.

Estimates regarding the number of families in which violence occurs are generally believed to be low because many of these families do not come to the attention of social service agencies or law enforcement personnel, and very few families self-report. Family violence is usually identified by neighbors, schools, hospitals or social service agencies only after the problems become severe.

Statistics from the North Carolina Department of Human Resources indicate that during the year ending June 30, 1985, county departments of social services in North Carolina investigated more than 27,000 reports of alleged child abuse or neglect. More than 10,000 of these cases of child abuse or neglect were confirmed.

An average of 869 battered women per month were served by 55 battered women's programs in the state. It is estimated that only one in ten battered women reports incidents of violence against them.

Last fiscal year, more than 5,000 cases of abuse, neglect and exploitation of elderly and disabled adults were investigated by county departments of social services.

CHILD ABUSE AND NEGLECT

Who must report child abuse and neglect?

The law requires everyone to report suspected child abuse or neglect: *"Any person or institution who has cause to suspect that any juvenile is abused or neglected shall report the case of that juvenile to the Director of the Department of Social Services in the county where the juvenile resides or is found."* The reporting requirement applies to professionals such as physicians, psychologists, other health and mental health workers and school personnel. It also applies equally to friends, neighbors, relatives and anyone else who suspects that a child is abused or neglected. The law makes no exceptions to the reporting requirement — not even for the doctor/patient and other relationships that usually involve confidentiality.

What acts or conditions must be reported?

The law defines abused and neglected juveniles rather broadly. The case of any juvenile who comes within the definitions contained in the Juvenile Code must be reported. For purposes of the reporting requirement, a juvenile is any person under eighteen who is not married, not emancipated and not a member of the armed services.

A neglected juvenile is one who:

- does not receive proper care, supervision or discipline from his or her parent, guardian, custodian or caretaker;
- has been abandoned;
- is not provided necessary medical care or other remedial care recognized under state law;
- lives in an environment injurious to his or her welfare; or
- has been placed for care or adoption in violation of the law.

State regulations expand the definition of neglected child to also include:

- a disabled infant with a life-threatening condition from whom appropriate nutrition, hydration or medication is being withheld or from whom medically indicated treatment, which in the treating physician's reasonable medical judgement would be most likely to be effective in ameliorating or correcting such life-threatening conditions, is being withheld,

unless in the treating physician's reasonable medical judgement any of the following conditions exist:

- the infant is chronically and irreversibly comatose;
- the provision of medical treatment would merely prolong dying, would not ameliorate or correct all of the life-threatening conditions or would otherwise be futile in terms of the survival of the infant; or
- the provision of medical treatment would be virtually futile in terms of the survival of the infant and under the circumstances the treatment would be inhumane.

The term "infant" means a child less than one year of age. The reference to less than one year of age shall not be construed to imply that treatment should be changed or discontinued when an infant reaches one year of age or to affect or limit any other protection regarding medical neglect of children over one year of age.

For purposes of the reporting law, a juvenile is abused when the parent or other person responsible for the juvenile's care does any of the following:

- inflicts or allows to be inflicted on the juvenile by other than accidental means a physical injury that causes or creates a substantial risk of death, disfigurement, impairment of physical health, or loss or impairment of function of any bodily organ;
- creates or allows to be created by other than accidental means a substantial risk of physical injury to the juvenile that would be likely to cause death, disfigurement, impairment of physical health, or loss or impairment of function of any bodily organ;
- commits, permits or encourages the commission of vaginal intercourse, any sexual act, obscene or pornographic photographing, filming or depicting of a child in those acts for commercial or non-commercial usage, or commits, permits or encourages any act of prostitution with or by the juvenile;
- creates or allows to be created serious emotional damage to the juvenile and refuses to permit, provide for or participate in treatment (serious emotional damage is evidenced by a juvenile's severe anxiety, depression, withdrawal, or aggressive behavior toward self or others);
- encourages, directs or approves of delinquent acts involving moral turpitude committed by the juvenile.

A caretaker may be a relative, stepparent, foster parent, house parent, cottage parent or person who supervises a child in a child care facility, including any adult present with the approval of the on-site person in charge. School teachers, baby sitters and other short-term care providers are generally not considered to be included in the caretaker category, but day care workers and operators are. Cases of mistreatment by someone other than a parent or caretaker should be reported to law enforcement officials.

IF IN DOUBT, REPORT!

The legal definitions of abuse and neglect are important, but a person who is unsure whether a situation comes within the definitions should make a report. If the child needs help, the department of social services may be able to make appropriate referrals or suggestions even if the case is not one it is authorized to investigate. If the report involves certain crimes, the department of social services must report it to the district attorney.

How should a report be made?

A report of suspected abuse or neglect may be made in person, by telephone or in writing. It must be made to the department of social services in the county where the juvenile lives or is found. The report should include any information that would be helpful in determining the need for the agency or the court to take action to protect the child, and it should include as many of the following items as the reporter knows: the name and address of the child and the address of the child's parents, guardian or caretaker; the child's age and whereabouts; and the nature and extent of any injury or condition of abuse or neglect. The law requires that the reporter give his or her name, address and telephone number. Even if the person who reports chooses to remain anonymous, the report must be investigated. The reporter's identity and the information reported are confidential, and the department of social services may disclose it only if necessary to carry out the agency's responsibility to provide services.

What happens after a report is made?

The county department of social services is required to initiate an investigation within 24 hours after it receives an abuse report and within 72 hours after a report of neglect. The investigation must include a visit to the child's home. In some cases, the child may have to be removed from the home for the child's own protection. Children may be removed from their homes with their parents' consent or the department may file a petition requesting the court to authorize removal. If a social services worker or a law enforcement officer removes the child in an emergency without a court order, the department must file a petition and obtain a court order within 12

hours if the child is to be held longer than that period. Medical personnel may also seek emergency authorization to maintain custody of a child suspected of being abused.

If the department of social services' investigation reveals that a child is abused or neglected but immediate removal from the home is not necessary, casework, counseling and other protective services must be offered or arranged. If the family refuses these services or if protection services do not adequately protect the child, the department may petition the court to intervene for the child's protection. Petitions are filed in only a small percentage of the cases reported and investigated; most cases are handled without court action.

If the department of social services does not file a juvenile petition within 5 working days after receiving a report of suspected abuse or neglect, the person who made the report is entitled to written notice of whether the department found that abuse or neglect occured and, if so, what specific action the department is taking to protect the child's welfare. If the reporter is not satisfied with the department's actions, he or she has 5 working days after receiving the notice within which to ask the district attorney to review the department's decision not to file a petition.

Is there protection for those who report?

A person who makes a report of suspected child abuse or neglect is immune from civil or criminal liability under state law if the report is made in good faith. Immunity is also guaranteed to anyone who cooperates with the department of social services in its investigation, testifies in court action resulting from the report or participates in authorized procedures or programs for screening and responding to complaints of abuse or neglect.

The law cannot prevent parents or others from suing those who report, but the likelihood of such suits is greatly lessened by this immunity. In order to succeed, the person who sues must prove that whoever made the report or cooperated in the investigation acted in bad faith — that is, with malice.

What are the consequences of not reporting?

Many counselors seem to feel they can handle the problem without reporting abuse. The most obvious consequence of not reporting suspected child abuse or neglect is that a child may suffer unnecessarily. But are there consequences for the person who should report but does not? There is, in North Carolina, no statutory civil or criminal penalty for failure to report suspected child abuse and neglect. However, civil liability is possible under ordinary theories of negligence if the child is harmed as a result of failure to report. In addition, a common law theory makes violation of the mandatory reporting law a misdemeanor.

Some myths about child abuse and neglect:

- A child is the property of his/her parents, and whatever the parent wants to do is all right.
- A child can be punished as much and as severely as the parent deems fit.
- A child "asks for it."
- Child abuse is a lower class phenomenon, and only the poor and uneducated are involved.

How to respond to the child:

Children reveal that they are being abused in many ways. They may make a direct report to you as a professional. They may make a disguised report. They may give indirect signals. Regardless of the way child abuse is discovered, the child's fears should be acknowledged, and the child should be reassured that there are adults who will help.

If a child discloses to you that he or she has been abused:

- Be aware of your feelings. Remain calm and nonjudgmental.
- Listen carefully. Keep the talk short. Do not interrogate the child. Use language the child can understand.
- Let the child know that you believe his/her story.
- Reassure the child that he or she is not to blame for what happened.
- Respect the privacy of the child.
- Explain to the child what will happen next in the reporting process.

Danger signs that may indicate physical or sexual abuse or neglect:

- unexplained bruises, burns, fractures, other injuries such as genital injuries
- venereal disease
- child's own disclosure of abuse or neglect
- apprehensiveness toward and/or fear of parents
- extremes in behavior — aggressiveness or withdrawal
- constant hunger

- sudden change in eating habits, poor hygiene or inappropriate clothing
- consistent lack of supervision, especially when engaged in dangerous activities over extended periods of time
- constant fatigue or listlessness
- unattended physical problems or medical needs
- abandonment
- delinquency, attempted suicide, running away
- poor peer relationships
- sudden change in school performance and ability to concentrate

What to do when danger signs are observed:

Report immediately to your county department of social services.

Services Available:

Local

County Department of Social Services

- investigation of abuse/neglect reports
- counseling
- protective services
- in-home services such as homemakers and parent aides
- financial assistance
- child support enforcement
- foster care

County Health Department

- health care and counseling
- home health care
- nutrition services

Area Mental Health Center

Local Police and Sheriff's Departments

- investigation
- transportation
- protective services
- preventive services

For additional local resources (services vary by locale), contact CARE-LINE at 1-800-662-7030, for information on:

- crisis programs such as emergency shelters, crisis nurseries and Mother's Day Out programs
- personal counseling

Child Abuse Prevention Services (CAPS) or other County Prevention Coalitions

- parenting classes
- group support

Parents Anonymous

- group support for maltreating (or potentially maltreating) parents

Time-Out Respite Care Programs

Big Brother, Big Sister, Partners and other one-on-one programs

- role model support programs for abused/neglected youth

State

State resources are listed on page 18.

SPOUSE ABUSE

There are no legal requirements for reporting incidents of spouse abuse. However, the victim CAN be assisted by law enforcement officers, who CAN take whatever measures necessary to protect the complainant from harm. Law enforcement officers are also authorized to advise the complainant of sources of shelter, medical care, counseling and other services. The officer is authorized to transport victims to appropriate facilities such as hospitals, emergency rooms, magistrates' offices or shelters as well as accompanying victims back to their homes to get clothing, medication and necessary personal property.

community. Services for spouse abuse victims, where such services exist, range from 24-hour hotlines to shelters, counseling, referral and court advocacy. Counseling programs may also be available for abusers and other family members.

There are few legal protections for the victims of spouse abuse. If the abused spouse can employ an attorney or use legal services, he or she may obtain a Domestic Violence Restraining Order which can:

- order eviction of the abuser from the residence and offer assistance to the victim in returning to the residence;
- direct the abuser to cease violent acts;
- grant victim exclusive use of the residence;
- award temporary custody of children and establish temporary visitation rights;
- order child support payments;
- order payments for support of spouse;
- provide for possession of personal property of victims;
- order cessation of harassment or interference with the other;
- award attorney's fees and costs.

Both spouses are given copies of the Domestic Violence (DV) Restraining Order. A copy is also given to the police or sheriff's department. If any part of the DV Restraining Order is violated, the abuser can be arrested for contempt.

Some myths about battered women and spouse abuse:

- A wife is the property of the husband.
- To stay in an abusive marriage automatically spells neurosis.
- The abused spouse "asks for it."
- Domestic violence is a lower class phenomenon, and only the poor and uneducated are involved.
- Police cannot arrest without a warrant.
- Physical abuse is normal in marriage.
- Drinking alcohol causes abuse.
- A woman cannot receive alimony or child support if she leaves.

How to respond to an abused spouse:

It is important that you, as a professional and confidante, react with a calm and caring attitude when someone reveals an abusive situation to you. Victims need to understand that they are not alone,

that positive changes are possible, and that they have the ability to help themselves.

Many times an abused spouse is reluctant to tell anyone about an abusive relationship. It is imperative that he or she be allowed to talk to someone who will listen with an open, sympathetic mind. Victims do NOT need someone to judge them. They often have spent a good deal of time berating themselves and blaming themselves for the problems at home.

Victims DO need to hear from a trusted professional that physical and emotional abuse is wrong, that everyone does not experience abuse, and that many who have experienced it have been able to make positive changes in the abusive relationship.

Other than obvious physical injury, the danger signs of spouse abuse are:

- extremely low self-esteem
- constant apologizing
- accepting of blame
- fearfulness
- dependency
- depression/confusion
- low energy
- few or no social contacts with friends or family

What to do when danger signs are observed:

If you know someone who is a victim of abuse, tell him or her about the nearest available services and offer assistance in gaining access to them.

Services Available:

Local

Services, which vary by locale, include:

- Hotline
- Shelter
- Rape crisis
- Crisis nurseries
- Women's centers

For further information, contact the department of social services, the local law enforcement office or CARE-LINE, telephone 1-800-662-7030.

State

State resources are listed on page 18.

ELDER/HANDICAPPED ABUSE AND NEGLECT

The Protection of Abused, Neglected, or Exploited Disabled Adult Act is a group of laws designed to identify and protect disabled adults who need protective services. It applies to anyone who is age 18 or older or emancipated and disabled. The act defines disabled to mean "physically or mentally incapacitated due to mental retardation, cerebral palsy, epilepsy or autism; organic brain damage caused by advanced age or other physical degeneration in connection therewith; or due to organic brain damage, mental or physical illness, or continued consumption or absorption of substances." Like the law to protect abused and neglected children, this law contains a mandatory reporting requirement

Who must report?

Human services professionals have important responsibilities in reporting when disabled adults may be in need of protection. Professionals also have responsibility for assisting with investigation of such reports and in planning and providing services to prevent and/or remedy abuse, neglect and exploitation.

The law requires that any person who has reasonable cause to believe that a disabled adult needs protective services must report the case to the county department of social services. This duty to report is more fully explained by the following definitions:

- "Protective services" means public and private services that are necessary to protect a disabled adult from abuse, neglect or exploitation. They consist of evaluation of the need for service and mobilization of essential services on behalf of the disabled adult.

- "Abuse" means the willful infliction of physical pain, injury, or mental anguish, unreasonable confinement, or the willful deprivation by a caretaker of services that are necessary to maintain mental and physical health.

- "Neglect" refers to a disabled adult who is either:

  - living alone and unable to provide for the services that are necessary to maintain his or her mental or physical health; or

  - not receiving appropriate services from the caretaker responsible for them.

  It also includes a person who is a resident of certain state institutions, is mentally incompetent to give consent to medical treatment, and has no legal guardian and needs medical treatment.

- "Exploitation" means the illegal or improper use of a disabled adult or of that adult's resources for someone else's profit or advantage.

- "Essential services" are those social, medical, psychiatric, psychological or legal services necessary to safeguard the disabled adult's rights and resources and to maintain his or her physical or mental well-being. They include medical care for physical and mental health needs, assistance in personal hygiene, food, clothing, adequately heated and ventilated shelter, protection from health and safety hazards, protection from physical mistreatment and protection from exploitation. They do not include taking a person into physical custody without that person's consent.

- "Caretaker" means a person who has the responsibility for the care of a disabled adult as a result of family relationship or who has assumed the responsibility for such care voluntarily or by contract.

The reporting law applies not only to cases of disabled adults who are physically abused or neglected, but to many others as well. It applies to disabled adults who live alone and are not able to care for themselves, those who are financially or peronally exploited, those who are emotionally abused and others who fall within the law's broad definitions.

How should a report be made?

A report may be made orally or in writing to the county department of social services. It should include the disabled adult's name, address, and age; the caretaker's name and address; the nature and extent of any injury or condition of abuse or neglect; and other pertinent information.

What happens after a report is made?

The department of social services must make a prompt and thorough evaluation of each reported case, including a visit with the disabled adult and consultation with others who know about the case. Staff of other public and private agencies are required to assist with the evaluation if requested by the department. The director of social services has legal authority to review and copy certain records relating to the disabled adults's care and to interview the disabled adult with no one else present.

The department of social services must notify the person who reported the case as to whether the department thinks the disabled person needs protective services. If the department determines that the person has been abused, neglected or exploited, it must notify the district attorney.

The department of social services must arrange for or provide needed protection services immediately if the person consents to the services. If a caretaker interferes with the provision of services, the director of social services may seek a court order to prevent interference. If the disabled adult has the ability to consent to the services but chooses not to do so, services may not be imposed.

The law sets out special procedures to be followed when the department of social services determines that the disabled adult needs protective services but is not able to consent — that is, lacks sufficient understanding or mental or physical capacity to make or communicate responsibility personal decisions, including decisions about health or mental health, food, clothing or shelter. The director of social services may seek a court order authorizing the provision of services or an order making the person's financial records available for inspection and freezing the person's assets in a case of financial exploitation.

Protection of the person who makes a report:

Under state law, anyone who makes a report, testifies in a court action or participates in a required evaluation under the Abused, Neglected or Exploited Disabled Adult Act is immune from civil or criminal liability unless the report was made with malice or in bad faith.

What are the consequences of not reporting?

The most serious consequence of not reporting the case of a disabled adult in need of protective services is the harm that may come to someone who needs protection. The statute provides no civil or criminal penalty for failing to report. However, civil liability is possible under ordinary theories of negligence if the disabled adult is harmed as a result of the failure to report. In addition, a common law theory makes violation of the mandatory reporting law a misdemeanor.

Some myths about older and handicapped adults:

- Elderly and handicapped people are all alike.
- Elderly and handicapped people are dependent, helpless and senile.
- Elderly and handicapped people do not want changes.

How to respond to the disabled or older adult:

Often the person who is exploiting, neglecting or abusing a disabled or older adult is a close relative, and the victim may be dependent upon or feel a loyalty to that person. For these reasons, the victim may be reluctant to divulge the needed information. Disabled or older adults must be questioned with a sensitivity to their anxieties

about the situation. Tact is necessary to avoid alienating the victim and family members. It is also important to realize that the caretaker may have needs too.

In some instances, adults who have chosen a lifestyle which is considered eccentric or abnormal by the public are perceived as needing protective services. If adults are competent and aware of the possible effect of such a lifestyle, they must be allowed the privilege of living the way they choose.

Danger signs of possible abuse and neglect:

- bruises and injuries that cannot be adequately explained
- unwillingness to speak freely
- inadequate personal grooming
- inadequate diet
- inadequate living situation

What to do when danger signs are observed:

Report to your county department of social services.

Services Available

Local

Services, which vary by locale, include:

County Department of Social Services

- investigation of reports of possible need for protective services
- protective services
- counseling
- in-home services
  - Chore Service
  - Homemaker's Service
- Food Stamps
- transportation
- assistance in arranging proper medical care
- assistance in arranging long-term care
- information and referral
- assistance in arranging an appointment of a representative payee or legal guardian for people unable to act on their own behalf

County Health Department

- Health care and counseling

Area Mental Health Center

- Counseling

Area Agency on Aging

State

State resources are listed on page 18.

STATE RESOURCES

N. C. Department of Human Resources
Contact: CARE-LINE
Provides information about 10,000 human service agencies
1-800-662-7030
Monday-Friday
8:00 a.m.-5:00 p.m.
TDD/VOICE

Task Force on the Prevention of Family Violence
Phillip J. Kirk, Jr., Chairperson

Contact: N. C. Department of Human Resources
Division of Mental Health, Mental Retardation and Substance Abuse Services
Office of Prevention/Promotion
Albemarle Building, Suite 666
325 N. Salisbury Street
Raleigh, North Carolina 27611
(919) 733-7640

N. C. Department of Crime Control and Public Safety
Contact: Crime Prevention Division, (919) 733-5522
Provides educational material and technical assistance
or
Victim and Justice Services Division, (919) 733-7974
Administers the "Rape Assistance Program"
or
Governor's Crime Commission, (919) 733-4000
P. O. Box 27687, Raleigh, NC 27611

Youth Advocacy and Involvement Office
Contact: N. C. Department of Administration
121 West Jones Street, Raleigh, NC 27603-1334
(919) 733-9296

Governor's Task Force on Domestic Violence
Contact: N. C. Council on the Status of Women
526 N. Wilmington Street, Raleigh, N. C. 27604
(919) 733-2455

N. C. Office of Services to Victims of Sexual Assault
Contact: N. C. Council on the Status of Women
526 N. Wilmington Street, Raleigh, N. C. 27604
(919) 733-2455

N. C. Chapter of the National Committee for Prevention of Child Abuse (NCPCA)

- public awareness/education
- collaboration with local affiliates
- technical assistance/consultation
- advocacy

Contact: NCPCA
P.O. Box 843, Garner, N. C. 27529
(919) 779-7515

N. C. Center for Missing Children and Child Victimization
1-800-533-KIDS
Provides assistance in missing children and child victimization cases.

CONTRIBUTORS

Pearl Avery
N.C. Department of Human Resources
Division of Mental Health, Mental Retardation, and Substance Abuse Services
Office of Prevention/Promotion

Susan Cole
N.C. Department of Crime Control and Public Safety
Division of Crime Prevention

Gayle Fitzgerald
N.C. Department of Human Resources
Office of the Secretary

John Mandeville
N.C. Department of Human Resources
Office of the Secretary

Janet Mason
Institute of Government
UNC-Chapel Hill

Joyce Moore
Child Medical Evaluation Program
Department of Pediatrics
UNC-Chapel Hill

Beverly Perry
Cumberland County Department of Social Services
Adult Protective Services

Julia Reeves
N.C. Department of Administration
Council on the Status of Women
Battered Women's Programs

Ruth Relos
N.C. Department of Human Resources
Division of Mental Health, Mental Retardation and Substance Abuse Services
Office of Prevention/Promotion
Chair, Task Force on Prevention of Family Violence

Paul Richardson
N.C. Department of Crime Control and Public Safety
Director, Division of Crime Prevention

Sandy Schultz
N.C. Department of Crime Control and Public Safety
Artist - Illustrator

Mary Urzi
N.C. Department of Human Resources
Division of Social Services
Child Protection Services

20

STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR
RALEIGH 27611

JAMES G. MARTIN
GOVERNOR

Dear Fellow Citizen,

Human service is a demanding profession. It requires a great deal of training, skill, and patience. You work long hours, often under pressure and in difficult situations.

Every day is a new challenge. Every day you rise to meet that challenge, helping millions of North Carolinians to make positive changes in their lives.

You don't get a lot of praise for what you do. The rewards are few, and many times the result of your effort is not apparent for months, even years.

Your contributions to this state and its people are beyond measure. In the past year, I have traveled throughout North Carolina, and everywhere I go, I see the significant difference you make. Our state is indeed fortunate to have so many dedicated, caring professionals.

I proclaimed 1986 as the "Year of the Family" in North Carolina so that all our citizens could join together in the work you do each day. This is a time for all of us to become more aware of families — their importance, their value, their needs. One of the greatest needs is to help families in stress to reinforce the bonds of caring and support that are so essential. This handbook is designed to assist you in this effort. It is an effort worth all the time and energy you give to it.

The family is the greatest hope of our society. It is the training ground for responsible citizenship. It is the place of refuge and comfort in difficult times. It is the source of joy and encouragement and strength.

I have put the family at the top of my action agenda. I believe we must rebuild the strong and loving family as our highest social priority. Working together, let us make this goal a reality.

Sincerely,

Jim Martin

James G. Martin

20,000 copies of this public document were printed at a cost of $7441.99, or $.37 per copy